AMENDMENTS

1. (Previously Presented) A method for operating a browser associated with an end-user, the method comprising:

receiving a request for end-user support, wherein the request is received at a support location that is remote relative to the end-user;

determining a present navigation location for the end-user;

retrieving content from a content provider that corresponds to the determined present navigation location, wherein the content is retrieved from a content location that is remote relative to the end-user, wherein the retrieved content includes an embedded navigation link associated with a first domain, wherein the first domain is remote relative to the end-user, wherein the first domain is associated with the content location;

encoding the present navigation location;

encoding the embedded navigation link so that it appears to be associated with a second domain, wherein the second domain is remote relative to the end-user, wherein the second domain is associated with the support location;

replacing the embedded navigation link included in the retrieved content with the encoding of the embedded navigation link;

providing a modified content to the end-user, wherein the modified content includes a portion of the retrieved content and includes the encoding of the embedded navigation link that replaced the embedded navigation link, wherein the encoded embedded navigation link continues to be actually associated with the first domain despite the appearance that the encoded embedded navigation link is associated with the second domain; and

providing the end-user support to the end-user, wherein the end-user support is provided from the support location via the second domain;

wherein at least a representation of the modified content and the end-user support are simultaneously viewable by the end-user at the present navigation location.

2. (Original) The method of claim 1, further comprising:

identifying the embedded navigation link.

3. (Original) The method of claim 1, wherein the retrieved content is provided in a first frame of a browser window and the end-user support is provided in a second frame of the browser window, and wherein the first frame and the second frame are simultaneously displayable within the browser window.

4. (Original) The method of claim 3, further comprising:

receiving at the first frame a notice of a navigation event that occurred at the second frame.

5. (Original) The method of claim 4, wherein receiving the notice comprises:

receiving an indication that the embedded navigation link has been selected by the end-user.

6. (Previously Presented) The method of claim 5, further comprising:

decoding the embedded navigation link;

passing the decoded embedded navigation link to the content provider;

receiving content corresponding to the decoded embedded navigation link, wherein the content corresponding to the decoded embedded navigation link is received from the content location; and

providing the received content to the end-user.

7. (Original) The method of claim 1, wherein providing the end-user support comprises:

providing automated end-user support.

8. (Canceled)

9. (Original) The method of claim 1, wherein the embedded navigation link is associated with a first transport protocol and the end-user support is associated with a second transport protocol, the method further comprising:

masking one of the first transport protocol and the second transport protocol so that content associated with the embedded navigation link and the end-user support appears to be subject to the same transport protocol.

10. (Previously Presented) The method of claim 1, wherein the embedded navigation link is a first embedded navigation link and wherein the first navigation link is associated with the first domain and wherein the retrieved content includes a second navigation link associated with the second domain, the method further comprising:

providing the second navigation link to the end-user without encoding.

11. (Original) The method of claim 10, wherein providing the second navigation link comprises:

passing the second navigation link directly to an associated content provider responsive to selection of the second navigation link by the end-user.

12. (Original) The method of claim 10, wherein providing the second navigation link comprises:

forwarding the second navigation link to an associated content provider responsive to selection of the second navigation link by the end-user.

13. (Previously Presented) A system for providing content to a browser, the system comprising:

a first content portion, wherein the first content portion originates from a first domain that is remote relative to a user;

a second content portion, wherein the second content portion originates from a second domain that is remote relative to the user;

an automated support system; and

an annotation server in communication with the automated support system; wherein the annotation server is configured to encode either the first content portion or the second content portion to create an appearance to the user that both content portions originated from a common domain that is remote relative to the user without actually changing the origin of the first content portion or the second content portion.

14. (Original) The system of claim 13, wherein the common domain is a third domain.

15. (Original) The system of claim 13, wherein the automated support system comprises:

a profiler application.

16. (Original) The system of claim 15, wherein the profiler application comprises:
a roles module; and

a skills module in communication with the roles module.

17. (Original) The system of claim 13, wherein the automated support system comprises:

a resource data module.

18. (Original) The system of claim 17, wherein the resource data module comprises:

a dialogue module; and

a social skill module.

19. (Currently Amended) The system of claim 13, wherein the annotation server comprises: instruction memory;

a processing device connected to the instruction memory; and plurality of instructions configured to cause the processing device to:

~~receiving~~ receive data from a content provider, wherein the received data includes a plurality of embedded links;

~~identifying~~ identify each of the plurality of embedded links;

~~encoding~~ encode a first of the plurality of embedded links; and

~~providing~~ provide to an end-user the encoded first of the plurality of embedded links;

wherein the first of the plurality of embedded links is encoded responsive to the first of the plurality of links being associated with a first domain.

20. (Previously Presented) A method for displaying content in a browser window, the method comprising:

receiving data from a content provider associated with a first domain that is remote relative to a user, wherein the received data includes a plurality of embedded links;

identifying each of the plurality of embedded links;

encoding a first of the plurality of embedded links to create an appearance that the first of the plurality of embedded links is associated with a second domain that is remote relative to the user while maintaining an actual association between the encoded embedded link and the first domain; and

providing for display in the browser window at least a representation of at least a portion of the received data;

wherein the first of the plurality of embedded links is encoded responsive to the first of the plurality of links being associated with the first domain.

21. (Canceled)

22. (Original) The method of claim 20, further comprising:

receiving a request for end-user support;

determining a present navigation location associated with the browser; and passing a fetch request to the content provider for data related to the present navigation location.

23. (Previously Presented) The method of claim 20, further comprising:

providing for display in the browser window an interactive content; wherein the interactive content originates from the second domain.

24. (Original) The method of claim 23, wherein the encoding comprises:

encoding the first of the plurality of links so that it appears to have originated from the second domain.

25. (Previously Presented) A method for displaying content in a browser window, the method comprising:

receiving data from a content provider, wherein the received data includes a plurality of embedded links associated with a first domain that is remote relative to a user;

identifying each of the plurality of embedded links;

encoding a first of the plurality of embedded links to create an appearance that the first of the plurality of embedded links is associated with a second domain that is remote relative to the user, wherein the encoded link continues to actually point to a location in the first domain despite the encoding; and

providing for display in the browser window at least a representation of at least a portion of the received data;

wherein the first of the plurality of embedded links is encoded responsive to the first of the plurality of links being associated with the first domain.

26. (Canceled)

27. (Original) The method of claim 25, further comprising:

receiving a request for end-user support;

determining a present navigation location associated with the browser; passing a fetch request to the content provider for data related to the present navigation location.

28. (Previously Presented) The method of claim 25, further comprising:

providing for display in the browser window an interactive content; wherein the interactive content originates from the second domain.

29. (Canceled)

30. (Withdrawn) A system for providing end-user support, the system comprising:
an end-user support knowledge database;

an automated support server in communication with the end-user support knowledge database, wherein the automated support server is configured to provide automated support to an end-user; and

a secondary support system in communication with the end-user support knowledge database; and

a data collection module in communication with the end-user support knowledge database, the automated support server, and the secondary support system, wherein the data collection module records a set of data related to an actual end-user support session between the end-user and one or both of the automated support server and the secondary support system, wherein the data collection module is configured to provide updated information to the knowledge database, wherein the updated information relates to the actual end-user support session; and

wherein both the automated support server and the secondary support system are configured to access the end-user support knowledge database to provide end-user support.

31. (Canceled)

32. (Withdrawn) The system of claim 31, further comprising:

a report and analysis module in communication with the end-user support knowledge database.

33. (Withdrawn) The system of claim 30, further comprising:

an annotation server in communication with the automated support server.

34. (Withdrawn) The system of claim 33, further comprising:

a content provider in communication with the automated support server.

35. (Withdrawn) The system of claim 30, wherein the secondary support system comprises a live support system.

36. (Withdrawn) A system for providing end-user support, the system comprising:

an end-user support knowledge database;

an automated support server in communication with the end-user support knowledge database, wherein the automated support server is configured to provide automated support to an end-user; and

a data collection module in communication with the end-user support knowledge database and the automated support server, wherein the data collection module records a set of data related to an actual end-user support session between the end-user and the automated support server, wherein the data collection module is configured to provide at least a portion of the recorded set of data to the knowledge database to update the knowledge database.

37. (Withdrawn) The system of claim 36, further comprising:

a report and analysis module in communication with the end-user support knowledge database.

38. (Withdrawn) The system of claim 36, further comprising:

an annotation server in communication with the automated support server.

39. (Withdrawn) The system of claim 38, further comprising:

a content provider in communication with the automated support server.